

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Illinois

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Procedures for Investigations of Complaints and Monitoring

The State has in effect the following process for investigating complaints of violations of requirements by nursing facilities and monitors onsite on a regular, as needed basis, a nursing facility's compliance with the requirements of subsection (b), (c), and (d) for the following reasons:

- i) the facility has been found not to be in compliance with such requirements and is in the process of correcting deficiencies to achieve such compliance;
 - ii) the facility was previously found not to be in compliance with such requirements and has corrected deficiencies to achieve such compliance, and verification of continued compliance is indicated; or
 - iii) the State has reason to question the compliance of the facility with such requirements.
1. Illinois has established a 24 hour "Nursing Home Hotline" to receive complaints from residents, family members and other concerning allegations of non-compliance with federal and state nursing home regulations. Complaint allegations are received, logged and reviewed by central office staff and forwarded to program supervisors in eight state regional offices for investigation. Complaints are assigned to surveyors by discipline and all complaint allegations are investigated within 30 days. Allegations of resident abuse or neglect are investigated within 24 hours or seven days depending upon the seriousness of the allegations.
 2. Monitoring is routinely provided by conducting an on-site follow-up visit for all significant resident-impact deficiencies. These follow-up visits are conducted according to the federal State Operations Manual (SOM) and state policies and procedures. Priority for follow-up is given to level "A" deficiencies, "Serious and Immediate Threats" and other negative resident-impact issues. Mandatory and 45-day follow-ups are conducted according to procedures established in the SOM.

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3. Off-cycle and special surveys and investigations are scheduled as requested according to special program needs.
4. Special monitors are placed in facilities with serious and repeated deficiencies. Such monitors conduct unannounced on-site visits to the facility to determine the current status of compliance with federal and state regulations. Visits are made on a routine schedule of several times a month to several times a week. Reports of the monitor's visits are sent to the state central office and reviewed by management staff for continuing serious negative resident impact issues and to determine possible additional actions to be taken by the state agency.

The Illinois Department of Public Health receives complaints through the use of a 24 hour hotline. Complaints are investigated through the use of surveyors in eight different regional offices throughout the state.

Facility compliance is monitored through two different methods. Follow-up surveys are initiated for all complaints where deficiencies are written. There are, of course, required follow-ups within 45 days for level A deficiencies. Follow-ups for other deficiencies are conducted after the plan of correction date has passed. These surveys are conducted as scheduling and staffing allow and are prioritized according to the seriousness of the deficiency and whether or not it impacts on resident care.

The second method of monitoring is through the appointment of a monitor under state law. State law allows the Illinois Department of Public Health to place a monitor in a noncompliant facility. These monitors have been used several times in facilities where noncompliance has a potentially serious impact on resident care.

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